

**OFFICE ASSISTANT I
OFFICE ASSISTANT II**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To provide general office assistance in support of an assigned function; to perform a variety of clerical and administrative tasks; to provide information to citizens and the general public; to create and maintain a variety of records and files; and to perform a variety of clerical duties relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

Office Assistant I – This is the entry level class in the Office Assistant series. This class is distinguished from the Office Assistant II by the performance of the more routine tasks and duties assigned to positions within the series and by the level of supervision required in the performance of assigned duties. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

Office Assistant II – This is the full journey level class within the Office Assistant series. Employees within this class are distinguished from the Office Assistant I by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, have prior experience.

SUPERVISION RECEIVED AND EXERCISED

Office Assistant I

Receives immediate supervision from higher level management or supervisory staff.

Office Assistant II

Receives general supervision from higher level management or supervisory staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS – *Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Type, proofread and word process a variety of correspondence, letters, forms and documents from rough drafts, verbal instruction or dictation; compile data and prepare various reports.
2. Answer multi-line telephone and route calls to appropriate personnel; provide information on departmental and City policies and procedures as required; maintain record of complaints regarding City services.
3. Provide front counter assistance; screen office visitors and provide information within area of assignment; respond to requests for information and distribute appropriate forms and manuals; accept applications and payments.

Essential Functions:

4. Maintain accurate and up-to-date files and records for assigned areas; monitor various logs, accounts and files for current and accurate information.
5. Accept and account for fees received for various department programs; prepare daily cash deposits as required.
6. Receive purchase orders from various departments; obtain appropriate signatures, assign purchase order number and prepare for mailing; verify account number(s); assign vendor codes for data processing.
7. Research business license inquiries including requests for business applications; type business licenses based on application received.
8. Receive, sort and distribute incoming and outgoing mail and correspondence; copy and distribute correspondence as requested.
9. Prepare various agendas and documents for meetings; type, copy, collate and bind documents; transcribe minutes from meetings as assigned.
10. Operate a variety of office equipment including a copier, typewriter, calculator and computer; enter and retrieve information into and from the computer.
11. Maintain inventory of forms, office supplies and other general supplies for assigned department; order supplies as needed.

Marginal Functions:

1. Provide clerical support on various special projects.
2. Perform related duties and responsibilities as required.

QUALIFICATIONS

Office Assistant I

Knowledge of:

Modern office procedures, methods and computer equipment.
Basic principles and procedures of filing and record keeping.
English usage, spelling, grammar and punctuation.
Basic mathematical skills.

Ability to:

Learn to prepare a variety of reports and records.
Learn to correctly interpret and apply City policies and procedures.
Learn principles and procedures of business writing and basic report preparation.
Perform general clerical work including maintaining files and compiling information for reports.
Type and/or enter data on a computer at a speed necessary for successful job performance.
Effectively respond to requests and inquiries from the general public.

CITY OF BELMONT
Office Assistant I/II (*Continued*)

Ability to:

Operate office equipment including computers and supporting word processing applications.
Understand and follow oral and written instructions.
Work independently in the absence of supervision.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain cooperative working relationships with those contacted in the course of work.
Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of general clerical experience preferably including some customer service experience.

Training:

Equivalent to the completion of the twelfth grade.

Office Assistant II

In addition to the qualifications for Office Assistant I:

Knowledge of:

Principles of business letter writing and basic report preparation.
Advanced principles and procedures of record keeping.

Ability to:

Prepare a variety of reports and correspondence.
Correctly interpret and apply City policies and procedures.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible clerical experience.

Training:

Equivalent to the completion of the twelfth grade.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for standing or sitting for prolonged periods of time; extensive use of computer keyboard; near visual acuity to prepare and review correspondence and other documents.